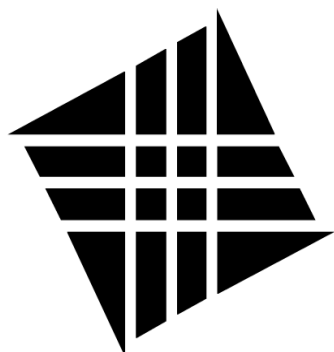Proposal For:

Washington State Department of Information Services

A10-RFI-055

"Turnkey" Approach to Statewide Data Center

Date: July 2nd, 2010
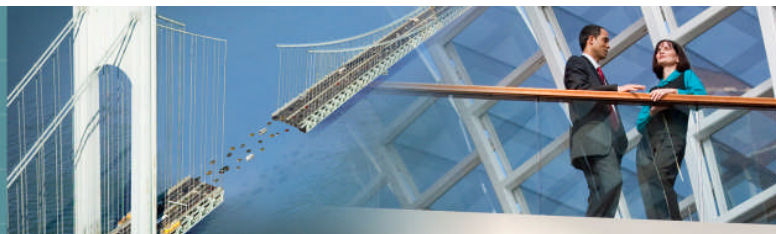
Ben Gallo & Michael Mueller
SunGard Sr. Account Executives

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Executive Summary

We feel we have a compelling offer for your consideration, aligning the unique industry talents of the SunGard companies. Our solution is a tremendous blend of industry operational best practices, unique consulting methodology and state-of-the-art hosting services, world-class technology all seamlessly blended to provide you with a managed availability services engagement designed to support your current needs, as well as flexible enough to support your ever-changing goals and objectives.

For more than 30 years, SunGard's mission has been keeping people and information connected. To accomplish this, an information availability strategy must provide for the protection of information, as well as the ability for people to access that information. Utilizing people, technology and infrastructure, the SunGard Team helps organizations architect a strategy and design the solutions necessary to provide uninterrupted access to the information and systems their business requires.

Headquartered in Wayne, Pennsylvania, SunGard has more than 2,500 employees in many locations throughout North America. SunGard is a privately-held company and an operating division of SunGard Data Systems Inc., a global leader in software and processing solutions for financial services, higher education and the public sector, which had annual revenue of $6 billion.

With a full continuum of services – from assessing availability requirements to delivering recovery solutions, to providing managed IT solutions or professional consulting services, the SunGard Team helps you maximize and safeguard your IT investments. As the leader in information availability, SunGard provides comprehensive support for your infrastructure, people and data. We're always there with services that cover every phase of your information availability needs.

SunGard offers a comprehensive portfolio of services to address even the most demanding information availability requirements:

On behalf of the entire team, we would like to thank you in advance for your consideration and the opportunity to earn this business.

SUNGARD RESPONSE TO QUESTIONS

Section 1 – Conceptual Alternatives and Overview of the SunGard Approach

SunGard provides business and technology consultancy that assists organizations with the development, delivery and support of business and IT solutions, as well as the infrastructure to support that technology. Our approach combines the operations know-how gained through the management of SunGard's 80+ datacenters, the successful development and deployment of SunGard's Cloud Service and with the application development knowledge earned by being the world's third largest business solutions software provider. This unique combination provides SunGard with a broad range of data center and development resources that can provide the expertise and broad experience in all aspects of this project to make it successful.

SunGard is recommending the following phased approach:

Phase 1: Assessment

SunGard's assessment will focus on understanding the existing environment.   We have provided a Statement of Work for a 90 day Cloud Readiness Assessment to provide necessary information to create plan for migrating to a cloud-based infrastructure. The initial assessment engagement outcomes will focus on two areas:

- First, creating a financial model and a strategy for billing agencies for cloud based services
- Second, defining an approach to migrate and consolidate the distributed server infrastructure that will minimize the impact to the state agencies and ensure overall program success

Assessment: Methodology & Scope

Similar to the approach pursued in the PTI report, SunGard will engage with the agencies and DIS personnel with interviews and reviews of existing documentation. Work on site is expected to take 2 to 3 weeks for the cloud billing strategy portion and total elapsed time is expected to be 4 to 6 weeks.   On site sessions for virtualization and consolidation analysis and strategy development section is expected to take 3 to 4 weeks over the 90 day term. On site work will primarily be performed in the Olympia and Columbia Washington facilities. Contact with state personnel remote to those locations will be accomplished primarily with teleconferencing, unless otherwise directed. Discovery meetings with state personnel will be 60 to 90 minutes of length and performed in small groups with the intent to minimize disruption to the workforce.

SunGard will utilize its current practices and personnel from SunGard Public Sector business segment as well as the SunGard Availability Services centers of excellence, including business continuity and disaster recovery, data center infrastructure optimization, security and compliance, and program office development. The approach is a balance of focus between the business and technical domains.

SunGard will staff up to five core consultants with the following roles and responsibilities:

- Engagement Manager (EM): Primary interface to the client, responsible for managing SunGard team and tracking project progress, escalating issues, accountable for meeting project success criteria.
- Executive Business Analyst (EBA): Public sector finance and business strategy subject matter expert, responsible for working with state executives, ITWG, DIS and agency representatives on formulating a cloud billing and financial system strategy
- Senior Business Analyst (ABA): Supporting resource for the Executive Business Analyst and subject matter expert in IT service delivery, business continuity, data protection and compliance
- Infrastructure Architect (IA): Subject matter expert in server hardware and software, system architecture, virtualization, storage, networking and infrastructure management tools. Works with the DIS organization and Application Architect in formulating consolidation and migration strategy
- Application Architect (AA): Subject matter expert in application and database architectures, operating systems, application virtualization and delivery (Terminal Services, Citrix, SoftGrid), Windows Registry and Microsoft protocols (CIFS)

SunGard may also reference additional subject matter experts such as information security for HIPAA and SB1368 issues as needed.

As there may be IT Planning and Administration resources available from the state employment ranks, SunGard would plan to include these personnel to augment the team as the state would permit, with the benefit of those resources being familiar with the developed strategies and available to assist with follow execution of the consolidation.

The primary objective of the billing and financial systems strategy development for cloud services is organizational consensus on a financial framework for charging back to the agencies for infrastructure services. A secondary objective is a gap analysis of the current financial system capability to automate a charge backs to the users of services. SunGard will deploy a principal from its Public Sector Finance Solutions group as an Executive Business Analyst to facilitate discussions between state agencies, finance and executive boards. Providing support will be a Senior Business Analyst from the SunGard Availability Services organization. If a consensus can be reached, and time permitting, the SunGard analysts may make technology or vendor recommendations for implementing an automated charge back system.

The primary objective of the Infrastructure Virtualization and Consolidation Strategy Development is to define strategies for migrating application workloads to a cloud infrastructure while minimizing adverse impacts to application users during and after the transition. SunGard will deploy two technical architects with complimentary skills as well as a senior business analyst to jointly facilitate discovery sessions and documentation reviews. A description of the work stream for this portion of the engagement is as follows:

- Survey agencies to identify applications, supporting infrastructure, business processes and functions in scope for the consolidation
- Define priority of the business functions and availability services levels for supporting applications and infrastructure
- Characterize application environments and dependencies on licensing, vendor support, data, other systems, network bandwidth, platform architectures that would be impacted with virtualization and relocation
- Define the criteria to prioritize agencies and to evaluate application workloads for virtualization and consolidation
- Define migration strategies appropriate to agency and application
- Identify risks and mitigate exposures to loss of data and platforms that may occur in the process of a migration

As part of this phase of the project, SunGard will develop a sample, detailed application and infrastructure migration plan for one medium sized agency (under 1000 FTEs) to serve as a template.

SunGard is deferring to quote at this time an engagement to design the targeted cloud environment. Analysis of the current operating environment, including measurement of the utilization of the existing server, storage

and networking infrastructure, evaluation of the data center facility, data protection, backup and recovery capabilities, operational processes and procedures, as well as skill and staffing assessments is out of scope in this assessment. As SunGard prefers to quote fix priced engagements based on deliverables, a more detailed understanding of the state's environment is required before attempting to scope the effort and quote all or some of the above mentioned tasks.

The sequence of work streams for virtualization, migration and consolidation of applications and platforms is part of the strategy development. Given the variance in size, complexity and variety of agencies, it is likely there will not be a single strategy suitable for all circumstances. This engagement will likely define multiple strategies, with criteria for evaluating each agency and business function as necessary.

The strategy development for managing the migration of systems and applications to the consolidated datacenter is based on the time proven SunGard methodology for data center migrations, disaster planning and recovery testing. The approach for asset migration and consolidation is modeled after SunGard's data center infrastructure migration offering and can be considered a planned disruption. The SunGard methodology prioritizes critical business functions and supporting infrastructure, uncovers application and system interdependencies, defines recovery objectives (RTOs, RPOs), with the goal to fully characterize risks and minimize downtime. As an additional benefit, information collected in this phase could be leveraged in creating an overall business continuity and disaster recovery program.

A copy of the Statement of work is included in section seven (7) of this response.

Phase 2: Design

The Design Phase will consist of five parts:

1. Final Datacenter Design and Build-Out
2. Cloud Architecture Design
3. Datacenter, Cloud, and Application Management Architecture Design
4. Service Delivery Architecture
5. Migration Strategy

Final Datacenter Design and Build-Out
SunGard will assist in the final design of the data center facility. Utilizing our experience managing over 80 datacenters, SunGard will complete the final design and layout of the data center including:
- Site efficiency considerations
- Compute and storage layout
- Capacity planning for high-density cloud computing
- Cable management layout and design
- Communications and telephony requirements

- Scalability strategy

Cloud Architecture Design

Based on the requirements learned from the previous phases, SunGard will design the State's private cloud infrastructure and virtual desktop environments. SunGard will incorporate the learned considerations and evaluate the best-of-breed enterprise technologies to deliver several design options to the State. Each of the designs will consider the cost estimates, weaknesses and risks of the option, time frame for completion, and a review of availability and resilience. Issues of such areas as security, reliability, time-to-market, requirements for additional personnel (cost and complexity) will be brought into the analysis of each option.

SunGard has a very strong recognition of the security aspects of a cloud implementation. For example, SunGard is currently auditing it's own Cloud IaaS infrastructure to comply with the Payment Card Industry Data Security Standard (PCI DSS 1.2).

SunGard will work with the State to optimize the design and work to meet all of the objectives of the State of Washington including, but not limited to, a reduction of the capital budget required to build the environment, complexity of the solution, security considerations at multiple levels (public information restrictions, medical (HIPPA), financial (PCI/DSS), as well as many others.

Automated Monitor and Management
Monitoring and management automation is critical piece in building a private cloud environment. Efficient and automated management systems ensure maximum cost efficiencies for the State's new datacenter. SunGard will evaluate, design, and procure or build:
- Facility monitoring and management system
- Infrastructure monitoring and management system

Among the requirements are:

- **Rapidly scale out new applications**
  Creating golden copies of a VM allows organizations to introduce new applications into a resource pool in a dramatically reduced timeframe. This accelerates the "go live" time for new systems and applications.

- **Balance workloads**
  The ability to dynamically adjust workloads within a resource pool will enable companies to optimize performance and minimize power and cooling costs during off hours by dynamically adjusting VM locations. SunGard will deploy a sophisticated set of tools that extend Statewide offered services ensuring that the data center is optimized for processing and responsiveness, while at the same time, conserving energy use and reducing operational costs.

- **Deliver high levels of availability**
  Technologies, such as VMotion, guarantee that even in the event of physical infrastructure failure, applications can be quickly moved to another physical resource within that pool, dramatically minimizing downtime and eliminating the need for dedicated redundant infrastructure. SunGard has worked to augment these technologies to review many operational definitions to maximize and increase availability requirements.

- **Recover from a site disaster**
  This involves the ability to quickly migrate VMs to a remote secondary location in order for operations to resume. Recovering from VMs significantly reduces the amount of time required vs. manually reloading servers from bare metal. This is an extension of the availability requirements. By defining the availability requirements of each system, SunGard can meet the recovery requirements of Washington

State. This has been our key expertise for over 30 years and no one can exceed our experience and skills in this area.

Example of SunGard Designed Cloud Infrastructure:

Example of SunGard deployed monitoring tool:

Service Delivery Architecture

SunGard will design and develop the State's automated service deployment system. Based on the requirements gathered during the analysis phase, SunGard will develop standard service categories and environment types to further increase the efficiency of the state datacenter. All standard services will deployed automatically to reduce Full Time Engineer (FTE) requirements.

Example of sample service automations:

Systems integration of disparate applications across the enterprise into a single systems environment

Migration Strategy

SunGard will also develop the migration strategies for the State's systems to the cloud including:

- Consolidation Strategy
- Service Categories
- Application Transition Timeline
- Application Development Requirements

The final deliverable for this phase will be a strategic road map including service and application prioritization and a timeline for cloud adoption.

Build

SunGard will manage the entire build and test and "go live" process. Based upon the final agreed design architecture, SunGard will manage:

SunGard's holistic approach provides true accountability. SunGard's design team will be intimately involved in the build process and ensure the final environment will meet the design criteria. In addition, SunGard will be involved in every detail of the build process. For example, by overseeing the layout, cabling, and racking of the physical equipment, SunGard will ensure the most efficient use of the States new and existing datacenter environments. SunGard will also manage all testing services, including regression, performance, and scalability tests to ensure a successful migration and "go live" of the State's applications in the new cloud environment.

Operate

SunGard team brings our focus on efficiency & availability and experience of operating our own Public Cloud environment to every consulting engagement. SunGard will provide the necessary staff and operations personnel to monitor and manage the State's new cloud environment. The state will have the ability to pull from dedicated or shared and onshore resources to optimize the operations cost during this phase. Where necessary, SunGard will provide code management and custom application management services for transitioned applications until the State employees can become ramped up on the new technologies.

SunGard's staff will also use this phase to refine and further develop the States new clouds processes including: the service automation process and workflows, change management and capacity planning and Just-In-Time procurement process. SunGard will refine the State's charge back model and finalize the service catalog. This will be a necessary step in ensuring efficient service delivery and accurate cost tracking back to the departments and end users.

SunGard's team will document all processes in a series of cookbooks (i.e. how to build) and run-books (i.e. how to operate) in preparation for the transition phase.

A core component of SunGard's assessment methodology is Business Process Management. BPM is the analysis and design of business workflow and encompasses the integration of people, data and systems. SunGard's BPM uses proprietary modelling techniques to assess and define improved business processes and drive workflow automation throughout the organization.

"Just In Time" Practices

This type of service is provided by all of the public and most of the private cloud services.

One of the universal aspects of IT departments, especially in today's environment and the state of funding in Government, the staff is busy. Provisioning assets takes time, sometimes more than the complete need for the assets. This requires that allocations be done extremely quickly to the time of need. To deal with these realities, a core principal of SunGard's design approach is the development and implementation of an environment that enables Just-In-Time practices. The goal of Just-In-Time practices is three-fold:

1. To reduce the lead time between when an IT asset is procured and when they are actually required by the business.
2. To enable the rapid provisioning of new IT assets (whether applications, servers, storage, networks, etc)
3. The time to release assets must be quick also. Often, a need is only for short time. It is required that assets allocated be able to be freed so they can be used elsewhere. The faster than assets can be allocated, used, and deallocated, the more efficient the environment can operate.

Successful implementation of Just-In-Time practices requires an analysis of existing procurement and provisioning processes. The will probably be a need for prioritizing and the development of profiles of different needs. Each of these users of resources needs to be defined as far as how resources are consumed, the duration of the allocation, and the priority of the need so when there is a shortage, as there should be so that there is not an overallocation of resources, the consumers can be prioritized for when their needs are fulfilled.

Zero Touch Automation
Building upon the modeling of DIS' processes using BPM, SunGard will develop a platform for fully automating IT tasks.

Transition and Training
The ultimate goal of this program is for the State to take over an operating "turn-key" datacenter. SunGard's process is designed with this goal in mind through every stage of the process. SunGard's plan is to engage and train the States DIS administrators through each step of the process. This methodology instills ownership within DIS and allows for a smoother transition, avoiding the "toss it over the wall" mentality. DIS administrators will work side by side the SunGard design, implementation, and operations teams to receive on the job type training on the build and operation processes for the new private cloud environment. SunGard will also provide classroom style training on the new technologies, infrastructure and monitoring platform. The final step of the engagement will involve SunGard maintaining an over site roll, as the DIS administrators take over day to day operations. SunGard will also assign a long-term technical contact for the State, to assist with any future questions and design changes.

Section 2 – Responses to Questions regarding the Overview

1. **Advantages & Disadvantages:**

Virtualization and Cloud service (IaaS) operational models have great price characteristics matched by the speed of deployment advantages.

Key business drivers are:

- Op/Ex and Cap/Ex Budget Reductions
- Architecture Resiliency (at a lower cost)
- Improved Service Levels
- Faster Time-to-Market
- Cost Control
- Pay-Per-Use Model
- Ease of Service Contraction and Expansion
- Gained Ability to Focus on Core Functions – Not IT

SunGard does believes there are certain "due diligence" planning areas that need to be addressed for successful Virtualization or Cloud project implementations that are sometimes over-looked by some organizations in a rush to implement.

A few of the key planning areas include:

- Determining the right IT strategy for the State of Washington – one size does not fit all and it is appropriate to address a hybrid IT architectures and service delivery systems
- Identifying and planning for new organization and IT related process changes
- Modifications to approval processes and change control to support a virtual server or Cloud service environment (minutes in stead of days to deploy a server)
- Preparing internal and external partners, especially when specific personnel are required for internal pre-production testing and deployment
- Looking at current capacity, operating loads, physical constraints, required service levels, and any investment required for expected savings (TCO/ROI analysis)
- Network LAN and WAN connectivity, services and bandwidth utilization
- Resiliency and recoverability as an element of any new architecture design or service delivery
- For internal deployments, a basic evaluation of a "Green" data center environment including: hot/cold aisle layouts, airflow management, cooling options, equipment density, power savings, thermal zones and thermal loads
- Automation to ensure the meeting of project and operational financial goals
- Security of virtual hosts, virtual machines, the hypervisor, the virtual network layer and users, as well as meeting state compliance and policy requirements

As with any network, instrumentation and baselining are important in understanding the health, utilization and capacity of that network. If you are intermingling VoIP and VDI network traffic, you will need to be concerned about network traffic bandwidth, grooming and shaping.

VDI has significant impact to the network bandwidth utilization that is compounded by how you treat the VDI client. For example, a VDI client running locally on a PC ("virtually aware" client) uses less network bandwidth than a "persistent" VDI client. Running a VDI locally requires validation, client endpoint management and

synchronization network traffic. In short, local VDI virtually aware clients are harder to manage than persistent VDI clients, but they use less network bandwidth than their zero or thin persistent client counterpart.

Thin or zero VDI clients with "persistent" connections are easier to deploy than a PC running a VDI instance, locally, but they require even more bandwidth than a local VDI client. More bandwidth is consumed because desktop graphics (display protocol I/O) are refreshed at the persistent VDI client endpoint over the network.

All VDI clients require some type of broadband user connection, as well as the appropriate amount of bandwidth to get to the VDI host server. This will have an impact on any VoIP infrastructure using the same network links. So, in the case of VDI deployments, you need to be concerned with current network traffic, especially any VoIP traffic, which may lead you to traffic shaping and grooming solutions.

2. Security and Disaster Recovery:

Security Design and Implementation

SunGard's Information Security Consulting Services practice bases its services on the ISO 27002 standard. As such, we are in alignment with the State Of Washington's goal of driving toward that standard by leveraging our Enterprise Assessment service. The Enterprise Assessment deliverable and output are mapped to industry leading standards and other regulations such as FISMA, NIST, PCI, HIPAA, GLBA, and SOX.

Starting with the Cloud Readiness Assessment, our security experts design information protection in the architecture from the beginning, complying with current policy and requirements then translating that into the new environment. Information security technology and processes, with defense in depth, that scale with the cloud are part of our methodology.

With a well documented security architecture, policies and procedures, the environment and operations are, over time, transferred back to the customer as required.

Business Continuity and Disaster Recovery

The new cloud computing State datacenter will allow the State of Washington to take advantage of new technologies for availability and disaster recovery. As the existing provider of Hotsite disaster recovery services to the State of Washington, SunGard is in a very unique position. As part of the design process, SunGard will provide the State with multiple alternatives for computing continuity and disaster recovery. The State may choose to leverage several of SunGard's services including the Hotsite, remote datacenter locations, storage replication or Utilize SunGard's Cloud services.

SunGard also has the ability to provide cloud services on demand, allow the State to "burst" into SunGard's cloud for extra processing power. This reduces the need to spend excess capital on equipment for seasonal processing requirements, and provides a flexible billing model.

Each alternative provided by SunGard will include detailed recovery time and recovery point objectives, allowing the State to make the best educated decision.

3. Scale of Operation:

The State of Washington data center deployment can be broken out into distinct project stages. SunGard is willing to act as the vendor for any of the stages at any scale. Intellectual Property Issues:
The SunGard approach does not include any known intellectual property issues. Additionally, SunGard does not envision any conflict with SunGard proprietary solutions.

Section 3 – Responses to Questions regarding the Transition

1. Transitional Data Centers:

More information is required about the services transitional datacenters currently provide before providing a complete response. In general, SunGard will analyze each application and consider its SLA to determine an appropriate migration methodology. Options could include Physical to Virtual (P2V), bare-metal move, re-platform then move the data, service consolidation, etc.

2. Timeline:

Based off the site knowledge gained through a working relationship with the State of Washington's IT Department and from the requirements detailed in the RFI, SunGard estimates **the Assessment Phase to take 90 days**. SunGard envisions the primary deliverable of the Assessment Phase to be a project plan that will detail the remaining phases of the project (i.e. Design, Build, Operate, and Transition). The project plan will include objectives, approach, procedures, required physical / human resources, cost estimates, risk analysis, and (of course) a timeline.

To construct a timeline during the Assessment Phase, SunGard will:

- Assess business needs and objectives

- Analyze DIS infrastructure and software assets

- Determine capacity and environmental requirements

- Assess enterprise security requirements

- Assess backup, DR, and BCP requirements

- Define a Roadmap for the DIS Cloud, including servers, storage, hypervisors, management tools, etc.

- Establish baseline metrics for measuring success

- Determine application SLAs and maximum acceptable down time

- Identify server, storage, and application dependencies

3. Legacy Systems:

The integration of legacy software and infrastructure across the enterprise into the systems environment involves integrating both third party systems as well as custom-built applications and encompasses both application and data related components.

During a Systems Integration effort, SunGard will:

- Apply a range of industry best practice tools, templates and techniques in order to successfully achieve efficient and effective integration
- Work with recognized industry-wide methods and tools (e.g., Tibco, BizTalk, webMethods, etc.) as well as with our clients' own integration tools and approaches
- Employ a structured approach to systems integration, including scoping and estimating, requirements elaboration, development and testing, production implementation, and long-term application management

4. Purchasing & Technology Decisions:

SunGard's design phase will provide several technology options to the State. SunGard will assist the Sate in the final selection of hardware vendors (e.g. server, storage, and network). Any predefined IT management product decisions may limit the SunGard alternatives

Section 4 – Responses to the Financial Discussion

SunGard is sensitive to the efficient use of taxpayer monies. Every aspect of SunGard's design and build phase will take advantage of computing efficiencies when working with virtualized environments.   SunGard will make recommendations on initial build costs and how to scale to reduce unnecessary capital spend as much

as possible. For operations support, SunGard will offer the State a combination of dedicated and shared resources, to give the State the best combination of cost effective resources.

Section 5 – Cost and Schedule Estimates

SunGard has provided the Statement of Work.

Section 6 – SunGard's Corporate Expertise

A Single Source Solution: SunGard's cost-effective solutions are end-to-end—from needs-assessment and design, to implementation and maintenance. With this holistic approach, you get tailored, unbiased solutions that combine integrated production and recovery solutions to improve IT operations and help uncover new opportunities.

Best people and tools: Our consultants have all the credentials needed to deliver excellence in highly specialized areas, ranging from Certified Information Systems Security Professional (CISSP) and Certified Business Continuity Professional (CBCP) qualifications, to certificates of competency with solutions such as VMware®.

Broad and deep experience: Our consultants work over 250,000 hours annually. SunGard has written more than 100,000 action plans. Our Information Security team also conducts hundreds of penetration tests and vulnerability assessments using our proprietary tools and processes. We have helped countless customers consolidate and move data centers as well as **guided many through assessing and leveraging the benefits of** virtualization for their business.

Whether your concern is availability, security, compliance or increasing IT efficiency within your organization, SunGard's center of excellence combines effective counsel locally with ready access to a cross-pollination of ideas and best practices spanning organizations, industries, and specific IT challenges.

Section 7 – Additional Materials and Other Items DTI Should Consider

Virtualization Assessment Statement of Work for Phase 1

Examples of SunGard Designed Cloud Environments

SunGard Financial Statement

OUR CREDENTIALS

SunGard is uniquely qualified to deliver the proposed solution. Our team of dedicated, experienced professionals and our major and on-going investment in industry-leading facilities enable us to provide these key advantages:

Higher Availability

From zero downtime to fast recovery, the inherent reliability and scalability of SunGard's infrastructure enables you to achieve the highest levels of availability, saving you the added expense, time and technical expertise needed to do it yourself. Our private, protocol-independent network is one of the most robust, flexible and scalable in the organization. Its built-in disaster recovery capability and our redundant power systems and infrastructure offer a level of resilience that other carriers find difficult to match. We are purposely over-engineered to deliver higher levels of availability.

Enterprise-wide Solution

When it comes to successfully managing the interdependencies of rebuilding and configuring disparate platforms across the enterprise — infrastructure, processes, critical systems, data and people – SunGard stands alone. With an uncommonly broad range of Information Availability services, our offerings include just about any service your organization might need, regardless of the platforms running throughout the enterprise. With our solutions focus on people, processes and technology, we've got you covered for a truly enterprise-wide solution.

User Defined

SunGard lets the you decide on the level of control desired. You have the flexibility to take on as much of the responsibility for your Organization Continuity planning, implementation and testing as your organization can or wants to handle internally. You can hand over the responsibility for other areas to our BC experts. This allows you to better align internal resources with your organization's operational goals. Our customers know their businesses, and we know how to keep them in business by keeping them connected to their information.

Platform Independence

With one of the largest and most comprehensive infrastructures in the world and more available platforms and North American locations, SunGard can help you achieve continuous access to your information. With more than 30 supported platforms, our customers are able to work with their preferred systems and legacy applications. This choice gives you the confidence that SunGard is offering the best available solutions, not selling them on certain hardware or software programs. You can better predict your costs because you only pay for services used, with expenses based on actual workloads.

Total Cost of Ownership

SunGard provides the experience and staffing in place that allow your organization to keep pace with the latest technology advancements and your own internal growth without large capital investments. You can enjoy continuous access to information to run your organization.